Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims

1.-38. (Canceled)

39. **(Currently amended)** A database system comprising:

a partitionable database, wherein

the partitionable database is partitioned into a plurality of virtual databases,

each virtual database of the plurality of virtual databases comprises a **respective** plurality of files,

each virtual database of the plurality of virtual databases corresponds to a **respective** tenant of the partitionable database, and

for each tenant of the partitionable database, a partitioned virtual database for the tenant comprises stored files associated with the tenant; and

an access control subsystem, wherein

the access control subsystem is coupled to the virtual databases,

the access control subsystem is configured to provide **a first** access to a user,

the **first** access provided-to-the-user is to files in a first virtual database,

the first virtual database is among the plurality of virtual databases,

the access control subsystem is configured to provide the **first** access to the user only when

the user has **an** access authorization to the first virtual database from a

first tenant**, and**

the first tenant correspond**s**[[ing]] to the first virtual database,

the access authorization is based at least in part on the whether the user is in

communication with a customer of the first tenant,

the access control subsystem is configured to deny **a second** access to at least one

other virtual database when the user has the access authorization to the

first virtual database, [[and]]

the at least one other virtual database comprises one or more of the virtual

databases other than the first virtual database**, and**

the at least one other virtual database corresponds to at least one tenant

other than the first tenant.

40.   (Previously presented) The database system of claim 39 wherein the virtual databases are disjoint from one another.

41-43. (Canceled)

44.   (**Currently amended**) The database system of claim 39 wherein the access control subsystem is configured to**:**

provide **the** access authorization to the user for a particular file in the first virtual

database based **at least in part** on initiation of a database call through an

associated computer telephony integration (CTI) system by the customer of the

first tenant**; and**

deny the second access to the user, wherein the second access is denied based at least

in part on the initiation of the database call through the associated CTI

system by the customer of the first tenant.

45.   (Previously presented) The database system of claim 44 wherein an operator of the partitionable database provides a common call center service to customers of tenants of the partitionable database on behalf of the tenants.

46.   **(Currently amended)** A method comprising:

    granting an access authorization to a user of a partitionable database, wherein

        the partitionable database comprises a plurality of virtual databases,

        each virtual database of the plurality of virtual databases comprises a plurality of files,

        each virtual database of the plurality of virtual databases has a unique database owner,

        the access authorization relates to a first virtual database of the plurality of virtual databases,

        the access authorization is based at least in part on whether the user is in communication with a customer of the database owner of the first virtual database;

    providing to the user access to a file of the files in the first virtual database while the user has the access authorization; and

    denying to the user access to a plurality of excluded files while the user has the access authorization, wherein

        the excluded files **consist of files in** ~~comprise files in the~~ virtual databases other than the first virtual database**, and**

        the excluded files consist of files in virtual databases with database owners other than the database owner of the first virtual database.

47.   (Previously presented) The method of claim 46 wherein the virtual databases are disjoint virtual databases.

48.   (Canceled)

49.   (**Currently amended**) The method of claim 46 wherein the user needs an authorization from an owner of the [[a]] file ~~within the first virtual database~~ to access the [[that]] file, the method comprising:

> providing the access to the file to the user after the owner of the file grants the
> > authorization to access the [[that]] file.

50.   (**Currently amended**) The method of claim 49 comprising:

> before the providing [[of]] the access to the file, receiving access authorization to the file
> > for the user from the owner of the file.

51.   (**Currently amended**) The method of claim 50 wherein_

> the receiving [[of]] the access authorization to the file comprises initiation, by the
> > customer, of a database call to the user through an associated computer telephony
> > integration (CTI) system; and

> **the denying access to the plurality of excluded files is based at least in part on the**
> > **initiation of the database call to the user through the associated CTI system**.

52.   (Previously presented) The method of claim 51 wherein the partitionable database comprises a multi-tenant database having a plurality of tenants, each tenant of the tenants being an owner of a separate virtual database, at least two of the tenants utilizing a common call center service.

53.   (Previously presented) The method of claim 46 wherein

> the partitionable database stores a plurality of files that are each associated with one of a
> > plurality of unique database owners such that the virtual databases each comprise
> > stored files associated with the corresponding owner of the virtual database.

54.   (Previously presented) The method of claim 46 wherein the partitionable database is operated by a database operator on behalf of the owners of the virtual databases as tenants of the partitionable database.

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55.   (Previously presented) The method of claim 54 wherein each of the tenants lease capacity of the partitionable database from the database operator.

56.   **(Currently amended)** The method of claim 46 wherein_

the granting the access authorization to the user is initiated by a telephone call from the customer through a computer telephony integration (CTI) system; **and**

the denying access to the plurality of excluded files is based at least in part on initiation of the telephone call through the user through the CTI system.

57.   (Previously presented) The method of claim 56 wherein the user is a representative of an organization providing a service to the owner of the first virtual database.

58.   (Canceled)

59.   (Previously presented) The method of claim 56 wherein the access provided to the user is temporary access limited to a duration of the telephone call.

60.   **(Currently amended)** The method of claim 56 wherein the telephone call is made regarding the file, the method comprising:

automatically providing access to the user to [[other]] **a plurality of** files in the first virtual database based **at least in part** on the telephone call.

61.   (Previously presented) The method of claim 56 wherein the computer telephony integration (CTI) system is part of a call center service common to the owners of the virtual databases.

62.   **(Currently amended)** The method of claim 56 wherein the providing the access **to the file** is based at least in part on the user receiving the telephone call via the CTI system.

63.   (Canceled)

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64.   (Currently amended) A method comprising:

setting access privileges for a multi-tenant database, wherein

the multi-tenant database comprises a partitionable database,

the partitionable database comprises a plurality of virtual databases,

each of the virtual databases has an owner tenant among tenants of the multi-tenant database,

each of the virtual databases comprises multiple associated data groups,

the setting the access privileges for the multi-tenant database comprises setting access privileges for the data groups in each of the virtual databases; and

for each of multiple requests by a user to data groups in the virtual databases,

determining whether to grant access to the user for a requested data group based at least in part on a relationship of the user to an owner tenant of [[the]] a virtual database that comprises the requested data group;

when the relationship of the user to the owner tenant is determined to be an employee relationship,

granting access to the user for the requested data group,

when the relationship of the user to the owner tenant is not determined to be an employee relationship,

granting temporary access to the user for the requested data group only during a time when the user is in communication with a customer of the owner tenant, and ~~when the relationship of the user to the owner tenant is not determined to be an employee relationship,~~

denying access to the user for at least one other data group during the time when the user is in communication with the customer of the owner tenant, [[and]] wherein

the at least one other data group is in another virtual database, wherein the another virtual database has an owner tenant other than the owner tenant of the virtual database that comprises the requested data group, and

the at least one other data group comprises one or more of the data groups other than the requested data group.

65.   (Previously presented) The method of claim 64 wherein each of the data groups is a file stored in the multi-tenant database.

66.   (Canceled)

67.   (**Currently amended**) The method of claim 64 wherein:

at least a first subset of the requests for data groups by users are received for users that are user representatives of a database operator;

each request in the first subset of the requests is based **at least in part** on a contact to a user representative,

the contact is initiated by a tenant that owns a virtual database associated with the requested data group, and

the access authorization for the user representative is determined to have been provided by the tenant based **at least in part** on the contact initiated by the tenant.

68-70. (Canceled)

71.   (Previously presented) The method of claim 64 wherein the temporary access granted to the user is limited to a duration of a live verbal communication between the user and the customer of the owner tenant.

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72.   (Previously presented) The method of claim 64 wherein the temporary access granted to the user is limited to a duration of a telephone call between the user and the customer of the owner tenant.

73.   (Previously presented) The database system of claim 39 wherein the access authorization is limited to a duration of a live verbal communication between the user and the customer of the first tenant.

74.   (Previously presented) The method of claim 46 wherein the access authorization is limited to a duration of a live verbal communication between the user and the customer.

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